

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2007
 This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	October	November	December	Qtr Average
IL TOTAL	1.48	1.49	1.65	1.54

Operator Answer Time - Information - Section 730.510(a)(1)

	October	November	December	Qtr Average
IL TOTAL	4.10	4.23	5.25	4.54

Repair Office Answer Time - Section 730.510(b)(1)

	October	November	December	Qtr Average
IL TOTAL	22.84	23.49	66.94	37.53

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	October	November	December	Qtr Average
Consumer	52.62	48.57	46.43	49.47
Business	16.40	29.38	37.81	27.72
IL TOTAL	45.40	44.29	44.41	44.74

Percent of Service Installations - Section 730.540(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	90.95%	98.14%	97.79%	95.34%
IL Chicago Beverly	81.49%	98.16%	93.96%	90.94%
IL Chicago Loop	92.25%	97.38%	97.54%	95.29%
IL Chicago Montrose	69.12%	95.07%	92.23%	83.19%
IL Chicago Prospect	60.48%	85.57%	84.47%	75.84%
IL Chicago Stewart	64.19%	86.39%	77.97%	76.15%
IL Cicero	84.54%	95.53%	97.20%	91.99%
IL East St.Louis	91.27%	90.85%	88.94%	90.49%
IL Evanston	79.54%	91.58%	90.78%	86.54%
IL Gurnee	86.71%	96.04%	95.33%	92.27%
IL Joliet	91.81%	97.11%	96.46%	94.89%
IL Kankakee	81.74%	94.87%	97.77%	91.08%
IL McHenry	86.42%	94.27%	93.31%	90.87%
IL Peoria	97.97%	98.31%	98.35%	98.20%
IL Rockford	97.93%	98.00%	98.42%	98.10%
IL Springfield	97.97%	98.49%	98.41%	98.27%
IL St. Charles	88.44%	97.15%	97.35%	93.80%
IL Unknown	100.00%	100.00%	75.00%	90.00%
IL TOTAL	82.48%	94.08%	93.29%	89.43%

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Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	97.51%	96.90%	93.65%	96.11%
IL Chicago Beverly	98.79%	97.71%	95.76%	97.53%
IL Chicago Loop	96.15%	97.04%	98.27%	97.07%
IL Chicago Montrose	99.02%	97.90%	95.14%	97.57%
IL Chicago Prospect	97.84%	94.87%	92.57%	95.38%
IL Chicago Stewart	96.87%	97.31%	96.29%	96.80%
IL Cicero	98.19%	96.44%	95.54%	96.80%
IL East St.Louis	98.81%	98.11%	93.93%	96.95%
IL Evanston	99.09%	97.39%	96.27%	97.62%
IL Gurnee	97.17%	96.06%	91.26%	95.13%
IL Joliet	99.24%	97.13%	96.20%	97.62%
IL Kankakee	97.59%	96.39%	95.30%	96.54%
IL McHenry	96.85%	97.95%	96.33%	96.99%
IL Peoria	97.37%	97.27%	94.44%	96.29%
IL Rockford	98.37%	97.50%	92.65%	96.02%
IL Springfield	97.58%	96.73%	93.58%	95.97%
IL St. Charles	96.45%	96.58%	93.16%	95.63%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	97.86%	96.82%	94.58%	96.52%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	1.63	1.30	1.37	1.43
IL Chicago Beverly	2.63	2.12	2.35	2.37
IL Chicago Loop	0.50	0.36	0.41	0.43
IL Chicago Montrose	1.39	1.04	1.25	1.23
IL Chicago Prospect	2.33	1.91	2.14	2.13
IL Chicago Stewart	2.45	2.11	2.51	2.36
IL Cicero	1.86	1.68	1.82	1.79
IL East St.Louis	1.89	1.42	1.92	1.75
IL Evanston	1.33	0.96	1.68	1.32
IL Gurnee	1.41	1.36	1.19	1.32
IL Joliet	1.56	1.39	1.37	1.44
IL Kankakee	2.58	2.08	2.24	2.30
IL McHenry	1.32	0.90	0.95	1.06
IL Peoria	1.04	0.86	1.05	0.98
IL Rockford	1.40	0.97	1.46	1.28
IL Springfield	1.36	1.02	1.32	1.23
IL St. Charles	1.12	0.87	0.85	0.95
IL Unknown	6.12	2.08	0.00	2.74
IL TOTAL	1.51	1.22	1.38	1.37

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Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	9.58%	8.70%	9.17%	9.18%
IL Chicago Beverly	10.28%	9.08%	5.82%	8.45%
IL Chicago Loop	8.04%	7.63%	5.76%	7.19%
IL Chicago Montrose	8.72%	7.27%	4.00%	6.72%
IL Chicago Prospect	9.73%	8.81%	6.01%	8.22%
IL Chicago Stewart	10.60%	10.23%	6.99%	9.21%
IL Cicero	8.94%	8.29%	5.76%	7.66%
IL East St.Louis	7.09%	8.16%	5.77%	6.90%
IL Evanston	8.49%	7.75%	3.13%	6.05%
IL Gurnee	8.50%	7.14%	7.05%	7.60%
IL Joliet	9.41%	9.08%	8.51%	9.02%
IL Kankakee	8.79%	9.06%	7.16%	8.34%
IL McHenry	7.31%	6.60%	7.07%	7.03%
IL Peoria	7.84%	8.17%	8.46%	8.16%
IL Rockford	7.29%	8.89%	5.61%	7.05%
IL Springfield	9.29%	10.08%	8.39%	9.19%
IL St. Charles	7.17%	6.80%	5.44%	6.55%
IL Unknown	0.00%	0.00%	0.00%	0.00%
IL TOTAL	8.69%	8.26%	6.40%	7.80%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	15.23%	14.26%	14.11%	14.57%
IL Chicago Beverly	17.54%	17.66%	16.55%	17.29%
IL Chicago Loop	11.56%	11.17%	11.08%	11.31%
IL Chicago Montrose	15.34%	15.10%	14.65%	15.08%
IL Chicago Prospect	16.90%	16.66%	15.68%	16.48%
IL Chicago Stewart	19.79%	17.00%	16.47%	17.79%
IL Cicero	14.78%	14.61%	13.97%	14.48%
IL East St.Louis	13.30%	11.06%	11.26%	12.00%
IL Evanston	11.09%	11.59%	10.96%	11.20%
IL Gurnee	12.40%	13.02%	12.69%	12.69%
IL Joliet	12.84%	14.55%	13.92%	13.70%
IL Kankakee	17.06%	17.24%	18.46%	17.55%
IL McHenry	11.22%	11.35%	11.71%	11.41%
IL Peoria	11.53%	11.18%	10.91%	11.23%
IL Rockford	12.80%	13.86%	11.50%	12.79%
IL Springfield	12.51%	11.28%	10.96%	11.66%
IL St. Charles	11.70%	11.55%	11.23%	11.52%
IL Unknown	0.00%	0.00%	20.00%	9.09%
IL TOTAL	14.21%	14.12%	13.65%	14.01%

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Missed Repair Appointments - Section 730.545(h)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	43	30	37	37
IL Chicago Beverly	32	36	33	34
IL Chicago Loop	32	19	37	29
IL Chicago Montrose	49	47	45	47
IL Chicago Prospect	62	73	65	67
IL Chicago Stewart	36	18	26	27
IL Cicero	60	78	49	62
IL East St.Louis	26	19	28	24
IL Evanston	35	35	49	40
IL Gurnee	46	57	57	53
IL Joliet	11	16	12	13
IL Kankakee	56	55	89	67
IL McHenry	39	30	19	29
IL Peoria	18	32	17	22
IL Rockford	23	17	16	19
IL Springfield	13	19	9	14
IL St. Charles	32	45	30	36
IL Unknown	0	31	19	17
IL TOTAL	613	657	637	636

Missed Installation Appointments - Section 730.545(d)

Geographic Area	October	November	December	Qtr Average
IL Bellwood	30	35	40	35
IL Chicago Beverly	30	14	20	21
IL Chicago Loop	35	20	22	26
IL Chicago Montrose	50	25	28	34
IL Chicago Prospect	49	49	38	45
IL Chicago Stewart	24	36	26	29
IL Cicero	44	35	32	37
IL East St.Louis	15	17	23	18
IL Evanston	35	31	42	36
IL Gurnee	43	36	25	35
IL Joliet	49	49	30	43
IL Kankakee	51	49	26	42
IL McHenry	35	25	23	28
IL Peoria	14	6	3	8
IL Rockford	17	9	5	10
IL Springfield	6	3	4	4
IL St. Charles	50	28	32	37
IL Unknown	0	17	17	11
IL TOTAL	577	484	436	499

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2007

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Out of Service Over 24 Hours Credits

October 2007

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$168.01	87	9	1	0	0	397	0
IL Chicago Beverly	\$28.50	25	0	0	0	0	685	0
IL Chicago Loop	\$131.75	40	7	1	0	0	478	0
IL Chicago Montrose	\$79.63	30	3	0	0	1	386	0
IL Chicago Prospect	\$96.86	77	2	0	0	0	613	0
IL Chicago Stewart	\$201.03	42	2	2	0	2	299	0
IL Cicero	\$208.21	73	0	1	2	1	724	0
IL East St.Louis	\$22.25	24	0	0	0	0	542	0
IL Evanston	\$66.54	16	4	0	0	0	206	0
IL Gurnee	\$184.18	85	3	1	1	1	505	0
IL Joliet	\$126.38	20	4	0	1	0	432	0
IL Kankakee	\$180.47	68	7	1	0	0	400	0
IL McHenry	\$266.58	73	6	4	0	1	561	0
IL Peoria	\$58.53	27	3	0	0	0	204	0
IL Rockford	\$39.74	17	2	0	0	0	144	0
IL Springfield	\$55.73	43	2	0	0	0	210	0
IL St. Charles	\$153.04	93	1	1	0	1	285	0
IL Unknown	\$13.74	15	0	0	0	0	1	0
IL TOTAL	\$2,081.17	855	55	12	4	7	7,072	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2007, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Out of Service Over 24 Hours Credits

November 2007

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		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$212.84	76	13	0	0	0	305	0
IL Chicago Beverly	\$53.63	26	3	0	0	0	775	0
IL Chicago Loop	\$20.46	26	0	0	0	0	515	0
IL Chicago Montrose	\$89.45	35	7	0	0	0	442	0
IL Chicago Prospect	\$328.64	125	15	1	0	1	785	0
IL Chicago Stewart	\$97.31	36	5	0	0	0	416	0
IL Cicero	\$227.56	118	5	2	0	0	570	0
IL East St.Louis	\$70.42	27	3	0	0	1	864	0
IL Evanston	\$69.06	28	3	1	0	0	227	0
IL Gurnee	\$471.84	105	29	3	0	1	552	0
IL Joliet	\$120.92	63	6	0	0	0	295	0
IL Kankakee	\$220.08	90	6	0	0	1	401	0
IL McHenry	\$58.99	26	0	1	0	0	573	0
IL Peoria	\$43.91	27	2	0	0	0	117	0
IL Rockford	\$93.43	21	2	1	1	0	122	0
IL Springfield	\$142.95	37	6	0	0	1	150	0
IL St. Charles	\$276.24	62	6	4	0	2	172	0
IL Unknown	\$1.95	2	0	0	0	0	0	0
IL TOTAL	\$2,599.68	930	111	13	1	7	7,281	0

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Out of Service Over 24 Hours Credits

December 2007

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		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$527.32	154	27	4	0	1	387	0
IL Chicago Beverly	\$133.52	56	5	0	0	0	1,967	0
IL Chicago Loop	\$14.86	16	0	0	0	0	711	0
IL Chicago Montrose	\$231.96	93	11	3	0	1	725	0
IL Chicago Prospect	\$444.68	169	19	3	1	1	1,731	0
IL Chicago Stewart	\$128.06	53	2	1	1	0	1,862	0
IL Cicero	\$318.10	143	11	1	2	0	783	0
IL East St.Louis	\$388.57	91	18	5	0	1	1,453	0
IL Evanston	\$246.18	67	10	1	2	0	328	0
IL Gurnee	\$1,011.62	172	32	17	2	3	927	0
IL Joliet	\$245.89	67	13	1	1	1	359	0
IL Kankakee	\$311.62	103	13	2	0	0	769	0
IL McHenry	\$244.45	57	5	5	0	1	1,076	0
IL Peoria	\$320.92	43	18	1	3	1	271	0
IL Rockford	\$409.41	67	21	5	0	2	226	0
IL Springfield	\$320.36	74	21	0	2	1	199	0
IL St. Charles	\$350.26	120	21	0	1	0	586	0
IL Unknown	\$5.22	5	0	0	0	0	1	0
IL TOTAL	\$5,653.00	1,550	247	49	15	13	14,361	0

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Delayed Instalation Credits

October 2007

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$1,707.96	74	0	0	372	0
IL Chicago Beverly	\$6,492.10	70	2	4	409	0
IL Chicago Loop	\$3,415.92	46	4	6	329	0
IL Chicago Montrose	\$16,765.13	703	3	6	938	0
IL Chicago Prospect	\$23,523.62	879	4	31	1,425	0
IL Chicago Stewart	\$18,234.33	566	0	8	498	1
IL Cicero	\$10,651.55	296	1	9	334	0
IL East St.Louis	\$5,707.34	138	1	9	201	0
IL Evanston	\$7,582.09	204	0	4	370	0
IL Gurnee	\$5,747.33	126	3	11	474	1
IL Joliet	\$10,957.24	74	0	11	324	0
IL Kankakee	\$13,908.28	297	1	12	398	0
IL McHenry	\$7,311.56	130	2	10	398	0
IL Peoria	\$2,703.90	9	0	4	67	0
IL Rockford	\$2,445.54	17	1	7	87	0
IL Springfield	\$3,806.89	18	0	8	64	0
IL St. Charles	\$4,932.30	117	0	4	388	0
IL Unknown	\$2,919.85	76	0	10	0	0
IL TOTAL	\$148,812.93	3,840	22	154	7,076	2

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Delayed Instalation Credits

November 2007

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		6-10	11	over 11		
IL Bellwood	\$6,135.77	24	2	2	152	0
IL Chicago Beverly	\$6,689.65	27	0	6	143	0
IL Chicago Loop	\$7,440.68	19	3	8	158	0
IL Chicago Montrose	\$1,575.26	48	1	2	377	0
IL Chicago Prospect	\$7,089.64	226	3	8	870	0
IL Chicago Stewart	\$4,632.28	149	0	2	422	0
IL Cicero	\$8,956.89	42	0	10	262	0
IL East St.Louis	\$2,754.69	78	1	6	230	0
IL Evanston	\$2,884.35	37	0	2	218	0
IL Gurnee	\$9,977.56	33	3	17	206	1
IL Joliet	\$3,849.13	32	1	9	151	0
IL Kankakee	\$6,204.60	57	0	10	207	0
IL McHenry	\$11,056.46	41	4	9	191	0
IL Peoria	\$655.43	13	1	2	59	0
IL Rockford	\$1,337.67	18	0	3	93	0
IL Springfield	\$3,040.18	9	1	9	54	0
IL St. Charles	\$762.86	26	1	0	145	0
IL Unknown	\$1,410.94	33	1	8	0	0
IL TOTAL	\$86,454.04	912	22	113	3,938	1

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Delayed Instalation Credits

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		6-10	11	over 11		
IL Bellwood	\$620.07	20	0	0	208	0
IL Chicago Beverly	\$893.91	39	0	0	188	0
IL Chicago Loop	\$617.36	19	0	0	138	0
IL Chicago Montrose	\$2,584.38	84	1	2	415	0
IL Chicago Prospect	\$6,162.25	163	2	2	779	0
IL Chicago Stewart	\$2,176.44	100	0	0	550	0
IL Cicero	\$1,568.32	28	2	4	211	0
IL East St.Louis	\$3,026.40	126	0	3	180	0
IL Evanston	\$2,068.93	44	0	7	250	0
IL Gurnee	\$2,255.94	42	1	6	266	0
IL Joliet	\$1,797.06	30	1	3	172	0
IL Kankakee	\$1,816.18	32	2	4	172	0
IL McHenry	\$3,290.49	44	1	5	232	0
IL Peoria	\$319.33	7	0	1	45	0
IL Rockford	\$371.45	8	0	1	89	0
IL Springfield	\$2,245.66	7	2	5	47	0
IL St. Charles	\$1,078.62	27	0	1	153	0
IL Unknown	\$584.79	10	2	4	2	0
IL TOTAL	\$33,477.58	830	14	48	4,097	0

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Missed Appointment Credits

October 2007

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$3,650.00	73	0
IL Chicago Beverly	\$3,100.00	62	0
IL Chicago Loop	\$3,350.00	66	0
IL Chicago Montrose	\$4,950.00	99	0
IL Chicago Prospect	\$5,550.00	111	0
IL Chicago Stewart	\$3,000.00	60	0
IL Cicero	\$5,200.00	104	0
IL East St.Louis	\$2,050.00	41	0
IL Evanston	\$3,500.00	70	0
IL Gurnee	\$4,450.00	88	0
IL Joliet	\$3,000.00	60	0
IL Kankakee	\$5,350.00	107	0
IL McHenry	\$3,700.00	72	0
IL Peoria	\$1,600.00	32	0
IL Rockford	\$2,000.00	39	0
IL Springfield	\$950.00	18	0
IL St. Charles	\$4,100.00	82	0
IL Unknown	\$0.00	0	0
IL TOTAL	\$59,500.00	1,184	0

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Missed Appointment Credits

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Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$3,250.00	65	0
IL Chicago Beverly	\$2,500.00	50	0
IL Chicago Loop	\$1,950.00	39	0
IL Chicago Montrose	\$3,600.00	71	0
IL Chicago Prospect	\$6,100.00	122	0
IL Chicago Stewart	\$2,700.00	54	0
IL Cicero	\$5,650.00	111	0
IL East St.Louis	\$1,800.00	36	0
IL Evanston	\$3,300.00	66	0
IL Gurnee	\$4,650.00	93	0
IL Joliet	\$3,250.00	65	0
IL Kankakee	\$5,200.00	102	0
IL McHenry	\$2,750.00	55	0
IL Peoria	\$1,900.00	38	0
IL Rockford	\$1,300.00	26	0
IL Springfield	\$1,100.00	22	0
IL St. Charles	\$3,650.00	73	0
IL Unknown	\$2,400.00	48	0
IL TOTAL	\$57,050.00	1,136	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2007, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the Fourth Quarter of 2007

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

December 2007

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$3,850.00	77	0
IL Chicago Beverly	\$2,650.00	53	0
IL Chicago Loop	\$2,950.00	59	0
IL Chicago Montrose	\$3,650.00	73	0
IL Chicago Prospect	\$5,150.00	103	0
IL Chicago Stewart	\$2,600.00	52	0
IL Cicero	\$4,050.00	81	0
IL East St.Louis	\$2,550.00	48	0
IL Evanston	\$4,550.00	89	0
IL Gurnee	\$4,100.00	81	0
IL Joliet	\$2,100.00	42	0
IL Kankakee	\$5,750.00	115	0
IL McHenry	\$2,100.00	42	0
IL Peoria	\$1,000.00	20	0
IL Rockford	\$1,050.00	21	0
IL Springfield	\$650.00	13	0
IL St. Charles	\$3,100.00	62	0
IL Unknown	\$1,800.00	36	0
IL TOTAL	\$53,650.00	1,067	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2007, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.